

# UMANG DHAWAN

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## PROFESSIONAL SUMMARY

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A technologist who learned the business before the build, and has spent the years since making enterprise software dependable at scale. From hands-on delivery at SAP to advising Fortune 100 leaders across retail, healthcare, and government at EY, one thing has stayed constant — turning technical risk into decisions executives can act on with confidence. Now a Senior Technology Consultant with EY Studio+, leading quality engineering for four cloud products while shaping the future of contact-center AI.

## WORK EXPERIENCE

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### Senior Consultant, Customer Service Transformation

Jun 2025 – Present

EY Studio+, Chicago, IL

- Deliver quality engineering across four cloud services products for a Fortune 100 restaurant chain, managing deployments, validating new feature work, and supporting production through the on-call rotation.
- Reduced deployment-related incidents by 20% by tightening release safety protocols, surfacing pre-deployment risk patterns, and standardizing rollback procedures across the platform.
- Cut mean time to resolution by 15% by designing an observability framework of structured logs, dashboards, and diagnostic metrics that gave on-call teams actionable signals instead of noise.
- Developed contact center AI points of view for two Fortune 500 healthcare clients, covering capability assessments, technology stacks, and competitive benchmarks that shaped pursuit strategy and client workshops.
- Strengthened the practice's go-to-market pipeline by scoring and prioritizing high-value accounts across three sectors and producing executive-ready account strategy materials.

### Consultant, Digital and Emerging Technologies

Jul 2022 – Jun 2025

EY, Chicago, IL

- Led QE for a chainwide in-store fulfillment launch across 100+ locations, improving order routing efficiency by 30% and cutting bug resolution time by 25% with automated Kotlin and Appium regression suites.
- Owned integration testing across two in-store ordering products on counter and drive-through tablets, averaging 2 defects caught per cycle pre-launch and maintaining 100% on-time delivery across biweekly releases.
- Built 20+ JMeter performance test scripts and established load benchmarks with engineering teams across the US and India, improving shipping API reliability by 15% for a major e-commerce launch.
- Coordinated agile delivery on a federal government cloud implementation (Microsoft GCC High), facilitating cross-team ceremonies, tracking KPIs on feature work, and recommending NIST 800-53 framework requirements.
- Earned three Bravo Awards and a Rookie of the Year nomination among 100+ peers while holding concurrent Lead QE, Performance Engineer, and Business Analyst roles across three engagements.

### IT Leadership Intern, Intelligent Enterprise Business Solutions

Jan 2021 – Dec 2021

SAP America, Chicago, IL (Remote)

- Partnered with the Chief Product Owner and Release Train Engineer (RTE) to plan and run Agile Release Trains, driving SAFe ceremonies—PI planning, OKR tracking, and blocker removal—across teams in Germany, the US, and India to keep product increments on schedule.
- Facilitated design thinking workshops with 50+ cross-functional stakeholders and conducted UX research that informed SAP FlexConnect design decisions adopted by the product team.
- Won the SAP Official Challenge, chosen from 100+ submissions to create the official banner for IE Business Solutions, representing a community of 600+ professionals.

## EDUCATION

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### M.S., Information Systems, Kelley School of Business, Indiana University

2022

GPA 3.6 · Academic scholarship · Graduate Assistant · Digital Enterprise Systems · Cybersecurity & Risk Mgmt

### B.S., Informatics, Finance Minor, Indiana University Bloomington

2020

GPA 3.7 · Dean's Honor List (5 semesters) · Business Cognate · Accelerated 4+1 MSIS program

## SKILLS

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**AI and Data:** Generative AI, prompt engineering, Python, SQL, JavaScript, Power BI, Tableau

**Cloud and DevOps:** AWS, Azure, Azure DevOps, CI/CD, Grafana, AppDynamics, FedRAMP, NIST 800-53

**Engineering and QA:** Appium, JMeter, Kotlin, performance engineering, distributed systems, release management

**Consulting and Delivery:** SAFe, Agile, product management, go-to-market strategy, workshop facilitation, JIRA, Figma, Miro

**Certifications:** AWS Certified Cloud Practitioner; Microsoft Azure Fundamentals; SAFe Product Owner / Product Manager; Product Management (General Assembly); Generative AI for Everyone and ChatGPT Prompt Engineering (DeepLearning.AI, 2026)